

BSSK Events 2012

Cancellation

We have always operated a cancellation policy, but in the past have been very lax about enforcing it. In this current economic climate however, the number of stand cancellations and re-bookings has risen quite steeply. Whilst all shows thus far in 2011 have been full, the cancelling and refilling of stands causes far more behind the scenes than you might imagine, such as:

- Exhibitors are turned away because a show is full, when they need not have been.
- Website needs correcting many times with exhibitor deletions & additions
- Show guide and flyer goes to print with exhibitors listed that may not be at the show and others at the show who miss the chance to be listed
- Budgets for advertising are set on expected revenue from stands sold.
- The work involved in cancelling a booking and refilling the slot, particularly late in the day when floor plans have been printed, table name cards and badge packs prepared etc, is an administrative nightmare.
- Cancellations and refills leave much more scope for error in administration

Whilst we are aware that 'life happens' and know there will always be last minute cancellations due to illness and earlier cancellations due to changes of plan, the cancellations that are causing us difficulties are those that come in the last few weeks when an exhibitor has just changed their mind or some domestic event is more appealing than being at a show. These are more often from the casual exhibitor or the ones that just do a couple of shows rather than from our 'regulars', so we need to make it clearer to them that making a booking represents a business contract. The above list represents just some of the factors that have led us to the conclusion that we need a more stringently enforced cancellation clause, in an attempt to reduce this growing administrative nightmare.

Procedure

All cancellations should be made by telephone so that both parties are aware that the cancellation has been made and accepted. Cancellation by email or post is only acceptable when there is more than 12 weeks to the show and should only be assumed as accepted if confirmed back to you by BSSK. If you cancel by email or post and do not receive confirmation, the cancellation will not have been processed, so please give instruction again by telephone.

PLEASE NOTE, our office is unmanned from the Thursday prior to each event, so cancellations after 12 noon on a Thursday for that weekend, **MUST** be made to the mobile phone on 07980 827145.

Charges

Where the exhibitor has booked only one or two shows and paid an individual deposit:

- a) If cancellation is between 8 to 12 weeks of the show, the deposit will be forfeit.
- b) If cancellation is within 6 to 8 weeks of the show, 50% of the fee is payable, so a balance payment over and above the deposit will be payable.

Proprietor: **Angie Jury**

- c) If cancellation is within 4 to 6 weeks of the show, 75% of the fee is payable, so a balance payment over and above the deposit will be payable.
- d) If cancellation is inside 4 week of the show the full fee is payable upon cancellation and a balance payment over and above the deposit will be required.

Where the exhibitor has booked more than two shows and paid a rolling deposit:

- a) If cancellation is between 8 to 12 weeks of the show, a cancellation charge of £50 will be payable so the rolling deposit remains intact for future shows.
- b) If cancellation is within 6 to 8 weeks of the show, 50% of the fee is payable.
- c) If cancellation is within 4 to 6 weeks of the show, 75% of the fee is payable.
- d) If cancellation is inside 4 week of the show the full fee is payable upon cancellation.